



**INSTITUTE OF URBAN TRANSPORT (INDIA)**  
1st Floor, Anand Vihar Metro Station Building,  
(Entry adjacent to Gate No 1), Delhi - 110 092  
Tel.: (91) 11 66578700 - 709 (10 lines)  
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**No.: 06:HK:155:2017**

**Dated: 20<sup>th</sup> December, 2017**

**Subject:** Quotation for award of contract for providing Housekeeping Persons i.e. Security Guards (03), Pantry Boy (01) and Houseboys (02) in the Institute of Urban Transport (India), Delhi.

The Institute of Urban Transport (India) [IUT] is interested in having a contractual arrangement with a suitable placement agency for providing housekeeping services i.e. Security Guards, Pantry Boy and Houseboys on contract basis. The terms and conditions of contract are detailed in Annexure-I. Some of the general terms and conditions are as under:-

- (i) The contract shall ordinarily be in force for one year from the date of award of contract, which is extendable on satisfactory performance of the firm. IUT shall have the right to terminate the contract by giving one-month notice without assigning any reason whatsoever.
- (ii) The Agency shall not engage the services of any sub-contractor or transfer the contract to any other person.
- (iii) The Agency shall be fully responsible and answerable to IUT for the performance of personnel deployed by them under the contract and also for any act of commission and/or omission on the part of the workers so deployed.
- (iv) Escalation of wages shall not be accepted on any ground during the period when the contract is in force. However, in case the contract is extended further, the enhancement, if any, will be considered only if the tender amount falls short of the minimum wages. The tender amount will be increased proportionately taking into account the minimum wage,

EPF,ESI, Service Tax etc. from time to time in accordance with the notification issued by the concerned departments of Government of India / Government of NCT of Delhi.

- (v) The persons engaged must possess following qualifications,
- a) Security Guard:- SSC/10<sup>th</sup> pass
  - b) Pantry Boy: - Minimum 10<sup>th</sup> pass
  - c) Houseboy:- Working Knowledge of housekeeping work and experience
- Candidates will be required to produce testimonials in support of prescribed educational and technical qualifications.
- (vi) The scope of work and other terms and conditions related to Housekeeping persons are detailed in Annexure-II.
- (vii) It should be ensured that the antecedents of the persons engaged are properly verified through Police Authority.
- (viii) It should also be ensured that the persons engaged observe office discipline and decorum and do not misbehave with any official.
- (ix) The selected agency shall be solely responsible for complying with all statutory requirements and obligations, especially, but not limited to those relating to employment of labour, service conditions of labour, payment of minimum wages, employees state insurance, payment of bonus and provident fund contribution, including enhancement of wages from time to time in accordance with the notification issued by the Government of NCT of Delhi, Labour Department.
- (x) The payment shall be on monthly basis on submission of bills after completion of all formalities.
- (xi) In the event of any staff being on leave or otherwise absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve. The Agency shall be responsible for providing the requisite manpower as detailed above on round the clock basis all days. If any person falls sick or avails leave or remains absent otherwise,

arrangement for the substitute should be made immediately. In case services are not given for a particular day(s), proportionate recovery of wages will be made at the quoted rate. If at any time additional manpower is required, the same will be provided by the Agency for which payment shall be made on pro-rata basis.

- (xii) The payment of such engaged contract workers shall be subject to providing of satisfactory service which may be certified by IUT.
- (xiii) The engagement does not confer any right for continuation or extension of the contract on any account. This will be purely short term temporary arrangement on contractual basis.
- (xiv) The Contract Agreement shall be construed as per Indian Laws, any dispute arising out of the contract shall be settled as per said laws.
- (xv) In case of dispute/difference arising between IUT and the agency under this agreement shall be resolved mutually. If required the decision of the Director General, IUT shall be final and binding on the Agency and the IUT.
- (xvi) Any liability regarding payment to the workers, or arising due to non-compliance with any of the labour laws or due to any human loss/injury during the course of work will be the sole and full responsibility of the Contractor.
- (xvii) IUT may call for documentary evidence in respect of payment of statutory liabilities as and when required. Service Provider will pay the minimum wages to the persons deployed through their individual bank accounts. IUT shall verify the actual payment of statutory payments periodically and if not satisfied, shall withhold the payments due to the service provider in addition to other legal action.

2. Quotations are invited in two Bid systems, (1) Technical and (2) Financial. Quotations for Technical and Financial bids should be sealed separately and enclosed in single sealed envelope clearly indicating "QUOTATIONS FOR PROVIDING HOUSEKEEPING PERSONS".

3. **The Technical Bid should consist of all the documents as mentioned at Annexure-III along with a processing fee (non-refundable) of Rs. 1,000/- (Rupees One thousand only) in the form of a demand draft / pay order of any commercial bank drawn in favour of Institute of Urban Transport payable at Delhi.** The quotation without processing fee will not be considered. The processing fee is to be enclosed with the Technical Bid form and not with the Financial Bid.

4. The bids would be valid for a period of 120 days. The financial bid should consist of financial offer. The financial offer of those firms who do not qualify technically will be returned unopened.

5. The contract will be awarded to the lowest financial bidder including service charges subject to meeting the technical qualification and also complying with all statutory requirements and acceptance of the terms and conditions mentioned in this letter and the agreement to be executed by the successful bidder in toto.

6. The successful tenderer will have to submit Performance Security equivalent to 10% of the value of the annual contract. The amount will be payable through Bank Guarantee/Fixed Deposit Receipts drawn in favour of Institute of Urban Transport, payable at Delhi. The validity of the Performance Bank Guarantee shall be up to 60 days after the period of contract. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the Agency will be liable to be forfeited by the IUT besides annulment of the contract. In case of extension of contract, the Performance Security shall be required to be extended accordingly.

7. The tenderers shall, inter-alia, furnish technical information as per Annexure – III and quote the rates as per Annexure-IV.

8. The tenderers shall also furnish a declaration in Annexure-V on Official Letter Head of the Agency.

9. The successful tenderer will have to enter into an agreement with IUT in the format enclosed at Annexure-VI.

10. **The quotations along with Annexures and requisite documents should reach latest by 15:00 hrs, 4<sup>th</sup> January, 2018 in sealed envelope superscribed as “QUOTATIONS FOR PROVIDING HOUSEKEEPING**

**PERSONS**” through Registered Post /Courier /By hand /Speed Post at the following address:

Director General  
Institute of Urban Transport (India)  
1st floor, Anand Vihar Metro Station Building  
Delhi – 110092.

11. **The technical bids shall be opened on the same day i.e. 4<sup>th</sup> January, 2018 at 15.00 hours in the meeting room of IUT office, Anand Vihar Metro Station Building, 1<sup>st</sup> floor, Delhi-110092** in presence of representatives of the tenderers present at that time. The financial bids shall be considered only in respect of the bidders whose bids are found qualified after the evaluation of the technical bids.
12. Bids received after due date and time shall be summarily rejected.
13. IUT reserves the right to accept or reject any or all bids, in whole or in part thereof, without assigning/specifying any reason thereof.

**Sd/-**  
**(Sumit Chatterjee)**  
**Officiating Executive Secretary**

**A Terms & Conditions of Contract**

1. The agency shall provide services by deploying adequately trained and well disciplined staff to safeguard the IUT premises, moveable and immovable assets, equipments and other items at the above address from any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex.
2. The agency shall be responsible for opening/closing of the building and rooms as necessitated/directed by IUT on working day and closed days when required.
3. The agency shall maintain records of inward and outward movement. Also regulation of guests and visitors, materials, etc with proper check on the same as per instructions given from time to time, by IUT.
4. The staff deployed shall take regular rounds of the premises to maintain vigil and remain alert.
5. The staff shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at IUT.
6. The agency shall keep the IUT informed on all the matters of security and co-operate in the investigation of any incident relating to security.
7. The agency will get the antecedents, character and conduct of security, housekeeping and pantry personnel deployed in the IUT verified through Delhi Police.
8. If it is found that any property of the IUT is lost / damaged due to the negligence or connivance of the security guards, the same shall be made good on the depreciated value of the property damaged/ lost from the security agency's bill.
9. The agency shall furnish the names and addresses of the staff posted in the premises.
10. The staff deployed will be deemed for all purposes *as the staff of the agency* and the agency shall be fully responsible for payment of wages and other dues, and compliance of all labour laws applicable to them.

11. The staff who may be engaged by Agency, from time to time, must carry the photo identity card, which shall have to be issued to him for the said purpose. The identity card should be worn by each staff on their uniform which shall in turn give details regarding their full name, age, identity marks, signatures of the bearer and also of the issuing authority and seal.
12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the IUT at any time without assigning any reason therefore.
13. A local representative of Agency shall be In-charge of the staff and shall be responsible for the efficient rendering of the service under the contract. While working at the premises of IUT, they shall work under directives and guidance of concerned officer of IUT. This will, however, not diminish in any way, the agency's responsibility under contract to the IUT.
14. The visitors/guests shall be regulated as per IUT procedure and records thereof maintained as stipulated. Further, the visitors/guests shall be attended with due courtesy.
15. A senior level representative of the Agency shall visit IUT premises at least once a fortnight and review the service performance of their staff. During the fortnightly visit, Agency's representative will also meet the IUT officer dealing with service under the contract for mutual feedback regarding the work performed by the staff and removal of deficiencies, if any, observed in their working.
16. The Agency shall ensure that any replacement of the staff, as required by IUT for any reason specified or otherwise, shall be effected promptly without any additional cost to the IUT. If the agency wishes to replace any of the staff, the same shall be done with prior concurrence of the IUT at Agency's own cost.
17. The Agency shall provide reasonably good uniform with name badges to its staff deployed at IUT at its own cost and ensure that they are used by the staff deployed and are maintained in good condition. The accessories, such as, belt, shoes, socks, caps, torch with cell, cane / stick, etc. shall be borne/supplied by the Agency at their cost.
18. The agency shall ensure that the staff deployed by them are disciplined and do not participate in any activity prejudicial to the interest of the IUT/Govt. of India/any State/or any Union Territory.

19. The Agency shall not assign or transfer this contract or part thereof to anyone.
20. The Agency should arrange for surprise checks (during day and night) to ensure the alertness and attentiveness of their staff.
21. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to IUT and maintain liaison with the police. FIR will be lodged by IUT, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
22. As and when IUT requires additional manpower strength on temporary or emergent basis, the agency will depute such staff under the same terms and conditions. For the same, a notice of one day will be given by the IUT. Similarly, if the staff deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the IUT shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for nonobservance of the terms of contract.
23. The Agency shall submit to IUT an attested photocopy of the attendance record and enclose the same with the monthly bill.
24. The IUT shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable. Bills raised by the Agency will be paid to the Agency within 15 days from the date of submitting the same with all relevant documents i.e. ESIC and EPF Challan & ECR, wages sheet, attendance sheet, etc. to the Administration Section of IUT. Agency will maintain a Muster Roll to record the presence on duty of staff for each shift of the duty. Payment of the bills will be as per the Muster Roll, which should be got countersigned every day by the concerned officer of the IUT.
25. The Income-tax as applicable shall be deducted from the bill unless otherwise exempted.

**B. Termination of the Contract:**

1. The contract can be terminated in the under-mentioned eventualities:

- a. IUT shall be at full liberty to terminate this contract forthwith or at any time a breach or default of any of the terms and conditions contained herein is observed on the part of the agency.
- b. Insolvency or dissolution of the partnership firm or death or adjudication as insolvent of any partner of the Agency.
- c. Liquidation, whether voluntary or otherwise or passing of an effective resolution for winding up, if it is a company or co-operative society.
- d. If any attachment is levied and continues to be levied for a period of seven days upon Agency effects or any individual/ partner for the time being of its firm or any member of its cooperative society.
- e. If any partner of its firm or any member of its co-operative society shall be convicted of any criminal offence.
- f. If Agency shall either by itself or by his servants commit or suffer to be committed any act which, in the opinion of the IUT, whose decision in that behalf shall be final, is prejudicial to the interest or good name of the IUT.
- g. Violation of the provisions of Contract Labour (R & A) Act 1970 and other Acts, rules schemes or notifications issued by the Appropriate Government from time to time, as applicable.
- h. On termination/expiry of the contract, the, Agency will immediately remove all its staff from the premises.
- i. Non-compliance of instructions can lead to termination of agreement.

**Note:** If the period of this contract lapses and the service is continued, it shall be deemed to be an agreement to continue the service on month to month basis. In such event, either party must give one month's notice for termination of the service if they choose to discontinue.

**Scope of Work for Housekeeping Persons**

**1. Security Guard**

Providing Security services by deploying 3 number of Security Personnel at Institute of Urban Transport (India), 1<sup>st</sup> Floor, Anand Vihar Metro Station, Delhi – 110 092.

- 1.1 The security services and provision for the required manpower shall be as under:

Tentative Positioning of Security Guards & Duty timings:

- a. Guard 1 – 1st Shift 06:00 hours to 14:00 hours
- b. Guard 2 – 2nd Shift 14:00 hours to 22:00 hours
- c. Guard 3 – 3rd Shift 22:00 hours to 06:00 hours

- 1.2 The agency should provide a whistle, torch, lathi, metal detector etc. to the security guard on duty.

- 1.3 The security guards must be rotated from their deployment at interval of 1 month.

- 1.4 The agency shall deploy security guards trained in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.

- 1.5 The Security Guards provided by the Security Agency must possess/perform the following qualifications/ duties:

- i. must be from the complement of the agency's permanent employees and should have passed minimum X<sup>th</sup> standard and also should be able to read and write official/local languages.
- ii. must not be less than 18 years and more than 45 years of age and should be physically fit to perform the duties of a guard
- iii. should have minimum 6 months experience as a guard, or should be an ex-serviceman.

- iv. should have good knowledge of modern Security Systems and be able to control movement of personnel.
- v. should be able to gather information on security matters
- vi. should take rounds and be able to detect security loopholes, assess fire threats and be able to take preventive measures.
- vii. should be polite but firm, disciplined, physically fit and alert, as also smartly dressed in uniform.
- viii. should be courteous and polite to distinguished visitors, VIP's and Officers.
- ix. He should check, control and restrict entries to Staff/Workers/ Authorized Personnel of Organization/Firm and others by valid passes or searching if required and movement of incoming/outgoing materials (with gate passes, challan) and time keeping.
- x. should maintain strict security of employees, material and premises and maintain diary to note all important events/happenings information received/passed to the management.
- xi. be entirely responsible for prevention of thefts of easily movable items such bathrooms fittings, fans, exhaust fans, telephone instruments, furniture, laptops, computer accessories, fire extinguishers, or fire fighting systems etc.
- xii. should stand by for Security of IUT Staff from any assaults whatsoever.
- xiii. should not leave the place of duty under any circumstance until and unless properly relieved.
- xiv. should sign accordingly in handing over taking over register etc.
- xv. should prevent misuse of electricity and water.
- xvi. In case of fire, will immediately alert the Staff on duty and assist in fire fighting operation and also inform the Officers concerned. In case of fire accident before or after Office Hours the Guards shall inform the nearest Fire Station and Officers concerned.
- xvii. should watch that there are no unidentified/ unclaimed/ suspicious objects/ persons in the building/premises.

- xviii. should ensure that all the electrical equipments/instruments/lights and fans are switched off at the time of closure of the office.
- xix. should ensure that all the office rooms are locked at the close of office and opened at the beginning of office hours and there is safe keeping of the keys.
- xx. should be in proper neat and tidy uniform
- xxi. should always display name on uniform for identification purpose.
- xxii. should check the bags/ briefcases of the visitors if considered necessary.
- xxiii. should be extra vigilant during Sundays/holidays or after office hours on working days.
- xxiv. should maintain and ensure fool proof security at the main gate by regular check of incoming/outgoing personnel. As far as visitors are concerned, the security personnel should insist that visitors write in the register their name, address, telephone/mobile number, the purpose of visit and the person they want to meet.
- xxv. Should at all times comply with all directions and instructions of IUT.

## **2. Pantry Boy**

Providing pantry services by deploying one person at Institute of Urban Transport (India), 1<sup>st</sup> Floor, Anand Vihar Metro Station, Delhi – 110 092.

- 2.1 The Pantry boy provided by the Agency must possess the qualifications and perform duties as under:
  - i. The services required as per the timings are 09:00 hours to 18:00 hours.
  - ii. must be from the complement of the Agency's permanent employees and should have passed minimum X<sup>th</sup> standard and also should be able to read and write official/local languages.
  - iii. must not be less than 18 years and more than 45 years and should be physically fit to perform the duties of Pantry Boy.
  - iv. should be conversant with the duties of pantry boy. The knowledge of fire fighting will be an added advantage

- v. should have good knowledge of modern kitchen systems.
- vi. He should provide Tea/ Coffee, snacks and water to staff, guests and for meetings, etc.
- vii. He should provide tea/ coffee to staff at 11:00 AM and 03:00 PM. In addition, the services are to be provided as and when required.
- viii. For guests, should provide the services within minimum time after order.
- ix. For meetings, water, lunch, tea/coffee along with snacks are to be served at the time intimated. The information of the meetings will be communicated timely.
- x. Services also to be provided during weekends and holidays, as and when required.
- xi. should be polite but firm, disciplined, physically fit and alert, smartly dressed in uniform.
- xii. should be courteous and polite to distinguished visitors, VIP's and Officers.
- xiii. should control the kitchen/pantry in all manner and keep it clean at all times.
- xiv. should maintain all the kitchen machines, equipments, materials, articles, tools etc. in regard to hygiene and cleanliness including wet scrubbing, wet mopping and wet/dry vacuum cleaning will be provided by the agency. All these things etc. to be of high quality and duly approved by the IUT. They must be in good working order at all times.
- xv. should maintain the inventory of all kitchen machines, equipments, materials, articles, tools, consumables, utensils, etc.
- xvi. should look after the movement of incoming/outgoing kitchen material, consumables, etc.
- xvii. should not leave the place of duty under any circumstance until and unless properly relieved.
- xviii. should prevent misuse of electricity and water.

- xix. In case of fire, he will immediately alert the Staff on duty and assist in Fire Fighting Operation and also inform the Officers concerned.
- xx. should watch that there are no unidentified/ unclaimed/ suspicious objects/ persons in the pantry area.
- xxi. should ensure that all the electrical equipments/instruments/lights, exhaust fans etc. are switched off at the time of closure of the pantry area.
- xxii. should be in proper neat and tidy uniform
- xxiii. should always be display his name on uniforms for identification purpose.
- xxiv. Should comply at all times with all directions and instructions of IUT.
- xxv. should keep sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of staff/guests.
- xxvi. The eatables served by Pantry Boy to the guests shall be completely hygienic, free from any sort of adulteration, unwanted elements such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies.
- xxvii. should not use any item of sub-standard adulterated or of poor quality.
- xxviii. The used cups, saucers, tea-pots, utensils are washed with good-quality, utensil-cleaning agents. Used utensils/ bowls are to be additionally washed in hot water.
- xxix. Disposal of Garbage: Tea-leaves, left-over food, and other discarded items will be collected in proper refuse-bins and disposed off properly. It shall be the responsibility of the pantry boy to dispose off garbage, accumulated during the operation, at least once a day and/or at any time when garbage is accumulated in quantities more than the capacity of the dustbin/garbage-drum. The pantry boy shall ensure that garbage is never be kept overnight in the premises.

### **3. House Boys**

The prime object of House Boys service is to maintain the entire premises of IUT in a clean condition from hygiene point of view.

- 3.1 The broad details of work covered under the scope are enumerated as follows:-
- i. The services and provision for the required manpower (with duty timings) shall be as under:  

08:30 hours to 16:30 hours	-	One
10:00 hours to 18:00 hours	-	One
  - ii. Cleaning, sweeping and mopping of floors at least three (3) times a day.
  - iii. Thorough cleaning of toilets/urinals using provided cleaning material after every two (2) hours or sooner if needed.
  - iv. Shifting of furniture and other items/stores from one place to another within premises as required by the administration.
  - v. Thorough dusting of all furniture, railings, loose items in rooms and in common areas.
  - vi. The agency shall maintain an Attendance Register of housekeeping personnel. The register of personnel shall be subject to check by the concerned officer of IUT. The personnel will render services on all working days and any other day as may be required, excluding holidays/public holidays which are mandatory under labour laws. They will maintain cleanliness of toilets, lavatories, pantry, floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment for this shall be made.
  - vii. The measures for house-keeping and maintenance should be pro-active, anticipatory and preventive and should be capable of handling any emergent situation also.
  - viii. All the daily services relating to premises **will be accomplished before office hours, i.e. 9.30 a.m.** unless specially preponed and accordingly advised. Even on Saturdays/Sundays all jobs relating to housekeeping will be completed (if required).
  - ix. The agency shall provide specified manpower for upkeep and maintenance at their own cost for all the working days
  - x. The agency shall also ensure to perform the following activities for excellent housekeeping services: -

- a. Upkeep of entire premises, bathrooms; maintenance and daily dusting / cleaning of fixtures, fittings, projectors, video conferencing equipment, sound systems, lighting systems, sign boards, water coolers, RO Systems/Aqua guards, electrical cables, Fans, water heaters, room heaters, computer equipments, computer tables, foliage plants and their placement, etc.
- b. The Agency shall be responsible for proper housekeeping of the premises which includes upkeep of the Corridors, Reception, Administration Area, Driver Room, Panel Room, Committee Room, DG Room, Faculty Room, Training Rooms (A&B), Meeting Room, Conference Room, Consultants Room, STS Room, Dining Room, Library, CMC Room, Publication Room, Data Room, Toilets, Staircases (Ground & First) etc. remaining covered and open areas in the building and the campus including furniture and fixture, cleaning of glass, windows, ceiling, roof, doors, walls etc.
- c. Desired level of cleanliness of the entire premises shall be maintained and all materials/instruments/tools will be provided by the Agency as and when required.
- xi. The agency shall ensure opening and proper locking of all rooms in IUT. In case of any breakage, pilferage of any fixture and/or furniture, equipment, etc. the responsibility shall be of the agency for which damages / costs will be recoverable from the agency.
- xii. The agency will be responsible to attend to all complaints / requirements within the purview of the contract. They will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the concerned officer of IUT. Complaint Register/ Suggestion Register and First Aid Box to be provided by the IUT will be made available at the Reception counter under the control of the receptionist.
- xiii. The agency shall ensure that house boys observe cleanliness and wear neat & clean uniforms should be courteous, polite & prompt while rendering effective service in their respective areas.
- xiv. The agency shall have full control over the personnel engaged by them. The agency shall give necessary guidance and directions to their personnel to carry out the jobs assigned to them by the agency and/or the IUT.

- xv. The agency shall ensure a very high standard of housekeeping and maintenance of the entire premises at all times, with due regard to hygiene and cleanliness.
- xvi. The agency shall ensure that waste material, kitchen garbage; other garbage including stale flowers are removed from the premises daily and disposed of in the *nearest public garbage bins outside the IUT premises*.
- xvii. The agency shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the staff or guests.
- xviii. The agency shall be responsible for any loss due to theft/ pilferage of/ damage to the IUT's property, including any portion of the building under the agency's occupation, or the fittings, fixtures, furniture, computer hardware or other equipments entrusted in his charge, or any property belonging to the staff/ guests, when such loss/ damage is, in the IUT's opinion, caused due to negligence or carelessness or any fault on agency's part or that of any of their personnel, shall be liable to pay to the IUT such amount in respect of such damage as may be assessed by the officer authorized in this regard.
- xix. In the event of normal shortage of water supply it will be agency's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, washing and toilet purposes. The agency will for this purpose keep and maintain close contact with the respective departments/ persons to ensure smooth working of the water pump, tubewell and the municipal supply.
- xx. The agency shall not permit the premises to be used for residential purpose by any of their personnel, except the room/area specifically permitted by the IUT.
- xxi. Jobs to be carried out daily
  - a. Cleaning of toilets, windows, washbasins and other fittings and water coolers, removing of all dust, unwanted materials, cleaning to be done with phenyl twice a day.
  - b. Cleaning of corridors, staircase and common area once with phenyl in morning and with plain water in the afternoon.

- c. Removing dust from floors, windows, doors, journals, furniture, fixtures, telephones, cupboards, air conditioners, almirahs, filing cabinets, glass panes.
  - d. Collecting waste papers, unwanted materials and disposal thereof at indicated locations.
  - e. Cleaning of rooms by mopping floor with cloth soaked in water and phenyl.
  - f. Providing toilets with liquid soap, naphthalene balls and deodorant blocks etc.
  - g. Watering of indoor plants.
  - h. Any other petty work assigned by IUT
- xxii. Jobs to be carried out weekly
- a. Washing, polishing of floors with provided cleansing material.
  - b. Cleaning of glass panels from outside

**Technical Bid**

1. Technical bid should indicate the following information along with the self-attested photocopies of these documents:-
  - a) Name of the Agency
  - b) Proof of incorporation/inception of the Agency
  - c) Address of registered office
  - d) Contact person (with e-mail and phone numbers)
  - e) Address for correspondence
  - f) Valid Registration Certificate for manpower supply
  - g) PF Registration details
  - h) ESI Registration details
  - i) Copy of the PAN Card
  - j) Year-wise turnover for the last three years duly certified by CA.
  - k) ITR Acknowledgement for A. Y. 2017-18
  - l) Audited Balance Sheet for F. Y. 2016-17
  - m) Copy of GST Registration
  - n) Copy of Service Tax Return for the period of October, 2016 to March, 2017
  - o) The Company/Firm/Agency should have at last 5 years experience in providing manpower to reputed Private Companies/PSU/Banks and Government Departments etc. proof of which should be enclosed with the Technical Bid.
  - p) Single master list of clients to be provided in reverse chronological order i.e. the latest contract being on the top as given below for the purpose of evaluation. Manpower services provided in last 5 calendar years with the details of :

Sl. No.	Name of Client	Address	Contact details	Date of Start of contract	Date of Closing including extensions, if any.	Total value of contract per annum	Type of manpower provided	Numbers of manpower provided

- q) Based on the information given as above, please fill in the following table. The evaluation criteria for the technical bid will be as under:

Sl. No.	Content	No(s) to be filled by the Bidder	Score
1	Experience in the field of manpower providing (number of years) – Minimum 5 years		
	a. 5-7 years		15
	b. 7-10 years		25
	c. > 10 years		35
2	Maximum manpower deployed in other organization in the last 5 years		
	a. <20		15
	b. 20-50		25
	c. > 50		35
3	Financial Turnover 3 years (ending as on 31.03.2017)		
	a. < 1 crore		10
	b. 1-2 crore		20
	c. > 2 crore		30

Note:

The qualifying marks for the technical bid to be considered for evaluation of financial bid shall be 70.

- Quotation document along with requisite documents duly signed on each page by authorized signatory. (Duly signed Financial Bid should be submitted in separate envelope).
- The processing fee of Rs. 1,000/- (non-refundable) in the form of Bank Draft drawn in favour of **Institute of Urban Transport** payable at **Delhi**.

Name and Signature of the authorized person  
of the firm along with seal

Place:

Date:

**Important Notes:-**

- a. A soft copy of the master list of events (MS Word/MS Excel) also to be provided in a CD.
- b. Each contract mentioned in the list has to be supported by testimonials such as appreciation letter /work order from the client and such testimonials provided should be numbered on right top corner w.r.t. the serial number mentioned in the list of clients for ready reference.
- c. E-mail correspondences in support of the testimonials will not be accepted.
- d. Contracts without supporting testimonial will not be considered for the technical evaluation.
- e. All the bids submitted are required to be bound (perfect/ spiral binding) with all pages numbered, duly signed and stamped. Bids with no binding (loose) and / or without page numbers will not be accepted.
- f. One photo copy of the technical bid is to be bound separately.
- g. E-mail submission of bids will not be accepted.

**Financial Bid**

To

The Director General  
Institute of Urban Transport (India)  
1<sup>st</sup> Floor, Anand Vihar Metro Station Building  
(Entry adjacent to Gate no. 1), Delhi - 110092

**Subject:** Quotation for award of contract for providing Housekeeping Persons i.e. Security Guards (03 persons), Pantry Boy (01 person) and House Boys (02 persons) in the Institute of Urban Transport (India), Delhi.

Sir,

With reference to your quotation no.: 06:HK:155:2017 dated 18.12.2017 on the subject mentioned above. I/we quote the rate for above mentioned work as under:-

<b>Sl. No.</b>	<b>Component of Rate</b>	<b>Amount in Rs. per person per month (30/31 days) for Security Guard</b>	<b>Amount in Rs. per person per month (26 days) for Pantry Boy</b>	<b>Amount in Rs. per person per month (26 days) for House Boy</b>
i.	Daily Wage Rate including existing Dearness Allowance (in accordance with Minimum Wages Act, 1948, as fixed by Labour Ministry , Govt. of NCT of Delhi from time to time)			
ii.	Employees Provident fund (at applicable rates fixed by EPFO from time to time)			
iii.	Employees State Insurance (at applicable rates fixed by ESIC from time to time)			
iv.	Administration/Service Charge/Any other Liability/Charges (Please include all liabilities viz., Office Uniforms, Bonus (if applicable), day-to-day Administrative work/duties etc. and give break-up)			

v.	GST (at applicable rates fixed by Government of India Customs Central Excise Department from time to time)			
<b>Total for per person</b>				

Note: The agency should quote minimum 5% of the total wages towards administration/service charges. Otherwise, financial bid will be rejected. In case of tie, IUT reserves the right to accept the bid of suitable agency, without assigning/specifying any reason thereof.

Name and Signature of the authorized person  
of the firm along with seal

Place:

Date:

**Declaration**

(To be furnished on official Letter Head of the Agency)

1. I \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_ authorized signatory of the Agency/Firm mentioned above, is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. My Agency has not been black-listed/de-barred from participating in tender by Any Ministry/Department of the Government of India or Government of NCT of Delhi and Government of India Undertaking in the last three years.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature(s) of Authorized Person(s)  
along with Seal

Place:

Date:

**DRAFT AGREEMENT**

[ To be signed by the successful bidder]

This agreement is made on \_\_\_day of \_\_\_(month ), Two thousand Sixteen between INSTITUTE OF URBAN TRANSPORT (INDIA), New Delhi, as one part, hereinafter called 'IUT' and \_\_\_\_\_(The work executing agency) , having its Delhi office at \_\_\_\_\_hereinafter called the 'Agency' for providing Housekeeping, Security and Pantry Services on the other part.

WHEREAS the IUT is desirous to engage the Agency for providing Security, Pantry and Housekeeping Services for its office located at 1<sup>st</sup> Floor, Anand Vihar Metro Rail Station, Delhi – 110 092 on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, ESI, etc relating to *security, pantry and housekeeping personnel* deployed in the IUT. IUT shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at IUT. IUT shall have no liability in this regard.
3. The Agency also agrees to comply with Terms and Conditions mentioned in quotation no.: 06:HK:155:2017 dated 18.12.2017 and amendments thereto from time to time.
4. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
5. The contract can be terminated by giving one month notice on either side.
6. In case of non-compliance with the contract, IUT reserves its right to:
  - a. Cancel/revoke the contract; and/or
  - b. Forfeit the Performance Security Deposit.

7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in IUT.
8. The personnel provided by the Agency will not claim to become the employees of IUT and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in IUT.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Government.
10. Decision of IUT in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.
11. All disputes or differences which may arise between the IUT and the Agency under this agreement shall be resolved mutually. If required, the decision of the Director General, IUT shall be final and binding on the Contractor and the IUT.

However, all matters of jurisdiction shall be at the courts located at Delhi.

THIS AGREEMENT will take effect from \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand Sixteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in DELHI in the presence of the witness:

**Institute of Urban Transport (India)**

Witness: 1.

2.

**AGENCY**

Witness: 1.

2.

**Format of Bank Guarantee for Performance Security**

Bank Guarantee No.:-----

Dated: -----

To,

The Director General  
Institute of Urban Transport (India)  
1<sup>st</sup> Floor, Anand Vihar Metro Station Building,  
(Entry Adjacent to Gate No. 1)  
Delhi - 110092

Reference:- Quotation No.-----dated -----, awarded on -----

This deed of Guarantee made this day of ----- between -----  
(name of bank) having registered office at ----- and branch  
office at ----- (hereinafter referred to as “Bank”) of the one  
part and Institute of Urban Transport (India), Delhi (hereinafter called the IUT)  
of the other part.

Whereas IUT has awarded the contract referred above for Engagement of  
Manpower Services Provider Agency for providing housekeeping persons for IUT  
premises. (Hereinafter called “the Contract”) To M/s ----- its  
registered office at ----- (hereinafter called “the Contractor”).

Whereas the contractor is bound by the said Contract to submit to the IUT an  
irrevocable performance security guarantee bond for a total amount of Rs -----  
----- (Rs. in words).

Now, we the undersigned (Name of Bank official), of the bank being fully  
authorized to sign and to incur obligations for and on behalf of the Bank  
hereby declare that the said Bank will guarantee the IUT the full amount of  
Rs. ----- (Rs. in words) as stated above.

After the Contractor has signed the aforesaid contract with IUT, the Bank  
further agree and promise to pay the amount due and payable under this  
guarantee without any demure merely on a demand from the IUT stating that  
the amount claimed is due by way of loss or damage cause to or would be  
caused or suffered by the IUT by reason of any breach by the said contractor of  
any of the terms or conditions contained in the said agreement or by reason of

the contractor's failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.----- (in words) only.

We ----- (indicate the name of Bank), further undertake to pay to the IUT any money so demanded notwithstanding any dispute or dispute raised by the contractor in any suit or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

The payment so made by us (name of Bank) under this bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

We ----- (indicate the name of bank), to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the IUT under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by ----- (Designation & address of contract signing authority) on behalf of IUT certify that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor and accordingly discharges this guarantee.

Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the IUT or until (date of validity/extended validity) whichever is earlier and no claim shall be valid under the guarantee unless notice in writing thereof is given by the IUT within validity/extended validity period of guarantee from the date of aforesaid.

Provided always that we ..... (name of bank) unconditionally undertake to renew this guarantee or to extend the period of guarantee from year to year before the expiry of the period or the extended period of guarantee, as the case may be on being called upon to do so by the IUT. If the guarantee is not renewed or the period extended on demand, we ..... (name of bank) shall pay the IUT the full amount of the guarantee on demand without demur.

We ..... (indicate the name of Bank), to further agree with the IUT that the IUT shall have the fullest liberty without our consent and without effecting in any manner out of obligation hereunder to vary any of the terms

and conditions of the said contract from time to time or to postpone for any time or from time to time any to power exercisable by the IUT against the said contractor and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liabilities by reason of such variation, or extension being granted to the said contractor for any bearance act or omission on the part of the IUT or any indulgence by the IUT to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties for the said reservation would relieve us from the liability.

The Guarantee hereinbefore contained shall not be affected by any change in the constitution of Bank or of the Contractor.

The expressions “the IUT”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns.

We ..... (name of the bank) lastly undertake not to revoke this guarantee during its currency except with the prior consent of the IUT in writing.

**Notwithstanding anything to the contrary contained hereinbefore:**

i) Our liability under this Bank Guarantee shall not exceed and be restricted to Rs. .... (in words).

ii) This Bank Guarantee shall be valid up to ....., unless extended on demand by IUT.

iii) The Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if IUT serve a written claim or demand on or before .....

IN WITNESS WHEREOF we of the Bank have signed and stamped this guarantee on this day of ..... being herewith duly authorized.

Bank Seal

Signature of Bank Authorize Official with seal

Name : \_\_\_\_\_

Designation :

Address:

Witness:

1. Name: .....

Designation:

Address:

2. Name: .....

Designation:

Address: